



2Gen Learning Community - Nureva Brainstorming Notes

These notes were transcribed from the content created by grantee partners during the 2Gen Learning Community meeting held on December 6th. The following items are ideas and concerns raised by grantee partners for the three main program issues discussed: Implementation, Data, and Evaluation.

BIGGEST ISSUES/CONCERNS – IMPLEMENTATION

Partners / Program Design

- Coordinating resources across a neighborhood that meet all 2Gen needs
- Capacity of service provider staff to integrate 2Gen framework
- Providing a full range of services that meet broad range of family
- Buy-in from housing providers to think more holistically about families
- Effectively curating services to meet needs of target population
- Collaborate w/ hospital partners that typically don't collaborate as equals
- Generating additional demand for services with insufficient supply
- Public sector partners not moving as quickly as we'd like
- Ensuring interventions adjust to ongoing qualitative feedback
- More clearly defining 2Gen pediatric care
- Translate 2Gen to align with partner programming to build buy-in
- Crystallizing the definition and set of services that are
- Ensure quality and intensity of services not just broad service delivery

Funding

- Payment for 2Gen services
- Funders allowing dollars to serve multiple constituents

Referrals

- Closing the referral feedback loop between partners
- Ensuring [programs] within the [organization] can coordinate serves for adults and children

Outcomes

- Track meaningful outcomes beyond referrals
- Tracking referral outcomes
- Tracking family referrals and outcomes across service providers

Family Engagement

- Family priorities vs. holistic 2Gen model
- Supporting family's ability to prioritize their needs and think about goals
- Family engagement in intensive program delivery
- Intensive family engagement beyond a set of "power users"

Staffing Issues

- Helping staff meaningfully engage parents in culturally humble manner
- Staff salaries given what we're asking staff to do, e.g. deep coaching
- Asking over-burdened direct service staff to take on new work
- Adequate staff salaries given what we're asking staff to do, e.g. intensive
- Training staff/adding more highly-trained staff to serve in new/reimagine

DATA COLLECTION

Most important questions asking of your data

- Data to capture quantitative and qualitative results
- Are the processes working?
- What needs are parents prioritizing? Do we have right partners in place?
- Are our families' barriers the same as those identified in the [literature] we read
- Data Impact Measurement: 1. Children 2. Adults and 3. Overall Family
- What's most impactful: coaching classes, or just having a community?
- What are the most successful program components and vice versa
- How does parent participation in our program impact child outcomes
- How do we know our families are ready for employment?
- Ability to track long-term impacts on housing stability and econ. Mobility
- What are the drivers behind cascade in services from referral to receiving?

How do you want to use data to make program changes?

- Data driven targeting of subpopulations
- Ensuring that programs w/in the org can coordinate services for [children and adults]
- Working collaboratively with hospital partners that typically do not [collaborate]
- How do parents benefit from pediatric-based parent services?
- Identifying intermediate outcomes
- Where are the gaps in meeting family needs
- Funders allowing dollars to serve multiple constituents.
- Utilizing qualitative data to show growth not captured quantitatively
- Flexibility to shift metrics based on qualitative data
- Help us troubleshoot program issues and refine program model
- Better retention and engagement from families
- What type of training does our staff need
- Better incorporate family input

SPECIFIC SUPPORTS FOR EVALUATION

Timing of Evaluation / Sharing Evaluation Results

- Impact and outcomes are long-term, we need time to fully evaluate programs
- Sometimes I wish our evaluation was set for 6 [months]. After our grant ended
- Real-time evaluation and flexibility to change course
- Leveraging interim process evaluation to prepare for outcome [evaluation]
- Necessary to change our [evaluation] design over time- & that's ok
- Best practices for defining and using comparison/control groups
- Balancing rapid iteration with need to stay the course to see results

Evaluation Methods

- A tech solution that enables the integration of info from multiple data set
- How to evaluate the impact our work has on public sector systems
- Balancing intervention specific results [with] desire 4 population level outcome
- Evaluating broader systemic efforts to improve services to families
- Examples of successful metrics for systemic change
- What counts as “good enough” absent [randomized control trial]
- How to evaluate cost-savings of program model to help sustainably fund
- Evaluating neighborhood level impacts of smaller 2Gen program
- Best practices for multi-site evaluation given diff. 2Gen implementation

Specific Measures of Outcomes (Child vs. Adult)

- Identifying parent outcomes
- Examples of effective evaluation for improvements in attitude, behavior
- Creating a coherent logic/program model for something so complex
- Potential for looking at population level outcomes as well as intervention
- Evaluating social/emotional impacts 2Gen

Costs

- Cost of evaluation

Technology

- Identifying most appropriate/persuasive outcomes for parent survey
- Accepted statistical methods, especially small N evaluations